SafeCom Go Canon

Administrator's Manual

D60707-16
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Patent: SafeCom has received the following British patent GB 2350 713 B, US patent US 6,952,780 B2 and Europe EUR EP1 120 701.

Feedback: If you have any feedback or ideas concerning this manual or the SafeCom product, then please send an e-mail to feedback@safecom.eu

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1 Introduction

1.1 SafeCom Go Canon

SafeCom Go Canon is the internal solution for Canon MFPs. It integrates with the touch-screen control panel of the Canon MFP and offers user authentication by code and/or card.

SafeCom Go Canon works together with the SafeCom G3 Server software and is designed to help companies and organizations gain control over their printing costs and document security. The SafeCom solution can be enhanced with add-on modules to build customer specific and scalable solutions.

1.2 Requirements

- SafeCom Go Canon supports the MEAP-enabled Canon MFPs in **Table 1**. The MFPs are listed in order of release with the latest at the bottom.
- Built-in USB port for connection of USB ID Device is featured on all newer MFPs. Older MFPs may require a Canon USB Application Interface Board (type B1, D1 or G1) and/or any additional Canon hardware.
- MFP must be connected to the network.
- The MFP should set department ID as off.
- The MFP should not have system administrator setting.
- SafeCom device license and Canon MEAP License (royalty fee paid to Canon).
- Canon Access Management System Kit-A2 (AMS) is required to control user's access rights for: Copy, Copy in color, E-mail, Scan and Fax.

Table 1 SafeCom Go Canon supported Canon MFPs

Canon ADVANCE MFP	N	USB (Use p/n to order from Canon)
imageRunner ADVANCE C2000 Series C2020, C2020F, C2020H, C2020i, C2020L C2025, C2025H C2030, C2030F, C2030H, C2030i, C2030L		
imageRunner ADVANCE 4000 Series 4025, 4035, 4045, 4051		
imageRunner ADVANCE C5000 Series C5030, C5030F, C5030i, C5035, C5035F, C5035i, C5045, C5045F, C5045i, C5051, C5051F, C5051i		USB Device Port B1 (p/n 3720b001AA)
imageRunner ADVANCE 6000 Series 6055, 6055i, 6065, 6065i, 6075, 6075i		
imageRunner ADVANCE C7000 Series C7055i, C7065i		
imageRunner ADVANCE 8000 Series 8085, 8095, 8105		
imageRunner ADVANCE C9000 Series C9065 PRO, C9075 PRO		

Canon MFP	N	USB (Use p/n to order from Canon)
iRC2620, iRC2620G, iRC2620N, iRC3220, iRC3220N	A	Board C1 (p/n 9588A001AA)
iR2270, iR2270F, iR2270G, iR2870, iR2870F, iR2870G, iR3570, iR3570F, iR3570G, iR4570, iR4570F, iR4570G	A	Board D1 (p/n 9597A001AA) Expansion Bus B1 (p/n 9596A001AA)
iR7270N, iR8070, iR8570N, iR9070, iR85+, iR105+, IR105i	A	Board D1 (p/n 9597A001AA) Expansion Bus A1 (p/n 6909A001AA)
iR5070, iR5570, iR5570N iR6570, iR6570N	A	Board D1 (p/n 9597A001AA) Expansion Bus A1 (p/n 6909A001AA)
iRC2570, iRC2570C, iRC2570Ci, iRC2570F, iRC2570i iRC2580, iRC3170, iRC3170C, iRC3170Ci, iRC3170F, iRC3170i, iRC3170U, iRC3180, iRC3180i	A	
iR7086,iR7086B, iR7086N, iR7095, iR7095i, iR7095P, iR7105, iR7105B, iR7105i	A	
iRC5058, iRC5068, iRC5870, iRC5870i, iRC5870N, iRC5870U, iRC5880, iRC5880i, iRC5880N, iRC6870, iRC6870i, iRC6870N, iRC6870U, iRC6880, iRC6880i, iRC6880N	A	
iRC3880, iRC3880F, iRC4080, iRC4080i, iRC4580, iRC4580F, iRC4580i, iRC5180, iRC5180i, iRC5180N, iRC5185, iRC5185i, iRC5185N, CLC4040, CLC5151	A	
imagePRESS C1	A	
iRC2880, iRC2880F, iRC2880i, iRC3380, iRC3380F, iRC3380i	A	
iR3025, iR3025F, iR3025N, iR3030, iR3030A, iR3030N, iR3035, iR3035A, iR3035F, iR3035N, iR3045, iR3045A, iR3045F, iR3045N	A	Board G1 (p/n 1804B001AA) Expansion Bus B1 (p/n 9596A001AA)
iR5055, iR5055N, iR5065, iR5065N, iR5075, iR5075N	A	
imagePRESS C6000, imagePRESS C6000VP, imagePRESS C7000VP	A	
iRC2380i, iRC2550, iRC2550F, iRC2550i iRC3080, iRC3080F, iRC3080i, iRC3480, iRC3480i,		

iRC3580, iRC3580F, iRC3580i		
iR3225, iR3225F, iR3225N, iR3230, iR3230N, iR3235, iR3235F, iR3235i, iR3235N, iR3245, iR3245F, iR3245i, iR3245N		
imagePRESS 1100, imagePRESS 1125, imagePRESS 1135		
imagePRESS C1+		

A *Device does not support IMI and hence the copy process cannot be stopped when the user runs out of credits.*

1.3 SafeCom Go Canon products

SafeCom Go Canon	Identification by card requires a USB SafeCom ID Device (card reader) and the Canon MFP must feature an available USB port. On older Canon MFPs a Canon USB Application Interface Board may be required. Refer to information in the USB column in **Table 1**.

1.4 SafeCom ID devices

ID Device	Connection
SafeCom AWID Reader	USB
SafeCom Barcode Reader	USB
SafeCom Casi-Rusco Reader	USB
SafeCom Cotag Reader	USB
SafeCom EM Reader	USB
SafeCom HID Prox Reader	USB
SafeCom HID Prox Reader 37 bit (custom)	USB
SafeCom iCLASS Reader	USB
SafeCom Indala Reader 26 bit	USB
SafeCom Indala Reader 29 bit	USB
SafeCom IoProx Reader	USB
SafeCom Legic Reader	USB
SafeCom Magnetic Card Reader DD (Tr 1)	USB
SafeCom Magnetic Card Reader DD (Tr 2)	USB
SafeCom Magnetic Card Reader DD (Tr 3)	USB
SafeCom Mifare Reader	USB
SafeCom Nedap Reader	USB
SafeCom NetWatch	USB

Additional information about the ID devices is available in *SafeCom G3 Administrator's Manual D60603*.

1.5 Available documentation

SafeCom Smart Printing

- *SafeCom Smart Printing Administrator's Quick Guide D10600*
  How to install a SafeCom Smart Printing solution.

SafeCom G3

- *SafeCom G3 Administrator's Manual D60603*
  A comprehensive Manual that the administrator should consult to make a successful SafeCom solution. Includes information about SafeCom Tracking, SafeCom Rule Based Printing, SafeCom Client Billing, and SafeCom Pay.

SafeCom Go Canon

- *SafeCom Go Canon Administrator's Manual D60707* (**this manual**)
  Manual on how to install, configure and use SafeCom Go Canon.
- *SafeCom Go Canon User's Guide D20707*
  User's Guide on how to use SafeCom Go Canon.

1.6 About this manual

This manual applies to SafeCom G3 Server version S82 070.440*03 and SafeCom Go Canon version S88 010.020*09.

This manual is organized as follows:

- Chapter **1 Introduction** lists the supplied SafeCom documentation, introduces SafeCom relevant terms, system requirements, and describes how this manual is organized.

- Chapter **2 SafeCom Go Canon** describes the installation and the web interface of the internal solution for Canon MFPs.

- Chapter **3 Using SafeCom Go Canon** describes how to interact with the Canon MFP's control panel when SafeCom Go Canon is installed.

- Chapter **4 Troubleshooting** contains hints for troubleshooting.

- Chapter **5 Regulatory information** contains regulatory information.

1.7 Document history

Revision D60707-16

- SafeCom Go Canon version S88 010.020*09.
- Support for imageRunner ADVANCE 4000 Series.
- Support use of Canon Access Management System Kit-A2 (AMS). This is required to control the user's access rights for: Copy, Copy in color, E-mail, Scan and Fax. When AMS is used the Configuration web page (2.7.3) features controls for MFP authentication.

Revision D60707-14

- SafeCom Go Canon version S88 010.020*08.
- Support for Mask ID code (2.7.3).
- Explain how to login when a System Manager is defined (2.7.1) and how to define a System Manager (2.8.8). By defining a System Manager gives control of who can access management settings and restart the Canon device remotely.

Revision D60707-13

- SafeCom Go Canon version S88 010.020*02.

Revision D60707-12

- SafeCom Go Canon version S88 010.020*02
- How to display the Pull Print icon (2.6).
- Timeout is now controlled by the printer (2.8.9).

Revision D60707-11

- SafeCom Go Canon version S88 010.020*01
- Updated to reflect the introduction of SafeCom G3 Server.
- Support for imageRunner ADVANCE C2000, C8000 and 6000 Series.

Revision D60707-10

- SafeCom Go Canon version S88 010.020*01
- Support for imageRunner ADVANCE C5000, C7000 and C9000 Series.
- Possible to reference multiple SafeCom servers (2.7.3).
- Tracking of Scan, E-mail and Fax jobs (2.7.3).
- Possible to pre-fill and hide domain field (2.7.3).
- New and default login method called auto-sense (2.7.3).
- Support for High speed print (2.7.3).
- Possible to specify encryption (2.7.3) when used with SafeCom G3 server.

Revision D60707-09

- SafeCom Go Canon version S88 010.010*04
- Improved description of installation in chapter 2.

2 SafeCom Go Canon

2.1 Overview

Make sure the SafeCom G3 Server software installation has been completed as described in *SafeCom Smart Printing Administrator's Quick Guide D10600*.

1. Install optional card reader (2.2).
2. Prepare MFP for installation (2.3).
3. Install SafeCom Go Canon software (2.4).
   Restart the MFP.
4. Specify SafeCom server and register device (2.5).

2.2 Install optional card reader

This section is only relevant if users will login by card. Connect the SafeCom ID Device directly to the external USB port. The USB port is located at the rear next to the network port.

Some MFPs feature a USB port near the touch-screen control panel. This is reserved for connection of storage media, such as USB memory key. Do NOT connect the SafeCom ID device to this USB port.

2.3 Prepare MFP for installation

For detailed instructions please consult the supplied Canon documentation. Ensure that the MFP has Department ID management disabled. Please refer to the appropriate section:

- Canon imageRunner ADVANCE series (2.3.1).
- Older Canon devices (2.3.2).

2.3.1 Canon imageRunner ADVANCE series

Note: *When SafeCom is responsible for authentication (SafeCom Go Login is started) then the Settings/Registration button only works once logged into the SafeCom solution. Access to Management Settings is only allowed if you are logged in as Administrator or Technician.*

1. Press to access **Settings/Registration**.
2. Tap **Management Settings**.
3. Tap **User Management**.
4. Tap **Department ID Management** and then **Settings**.
5. Make sure that **Enable Department ID Management** is cleared.
6. Tap **OK**.

Proceed with the installation of the SafeCom Go Canon software (2.4.1).

2.3.2 Older Canon devices

Note: *When SafeCom is responsible for authentication (SafeCom Go Login is started) then the Additional Functions button only works once logged into the SafeCom solution.*

1. Press to access **Additional Functions**.
2. Tap **System Settings**.
3. In **System Settings** tap **Dept ID Management**.
4. Tap **Off** and tap **OK**.
5. In **System Settings** tap **System Manager Settings**.
6. Make sure **System Manager ID** is blank and tap **OK**.
7. Tap **Done**.

On older Canon devices you may want to select MEAP (Pull Print) as the Initial Function. If so, please perform these steps also. Otherwise proceed with the installation of the SafeCom Go Canon software (2.4.2).

8. Press to access **Additional Functions**.
9. Tap **Common Settings**.
10. In **Common Settings** tap **Function Display Settings**.
11. In **Initial Function and Function Order Settings** tap **Settings**.
12. Tap **MEAP** and tap **Set as Initial Function**.
13. Tap **Next**. Tap **OK**.
14. In **Common Setting** tap **Auto Clear Setting**.
15. Tap **Initial Function**. Tap **OK**.
16. Tap **Done**.
17. Tap **Done**.

Note: *Step 8-17 may vary between models. For detailed instructions please consult the supplied Canon documentation.*

Proceed with the installation of the SafeCom Go Canon software (2.4.2).

2.4 SafeCom Go Canon software installation

The software MUST be installed via the Canon MFP's web interface. It is NOT possible to send the software via the **SafeCom Administrator**.
Please refer to the appropriate section:

- Canon imageRunner ADVANCE series (2.4.1).
- Older Canon devices (2.4.2).

2.4.1 Canon imageRunner ADVANCE series

1. Open a web browser and enter the IP address of the MFP in the address field followed by :8000/sms. Example:

   http://172.16.6.55:8000/sms

   Use of JavaScript (Active Scripting) must be enabled in the browser.

2. Enter **Password**. The default SMS password is: MeapSmsLogin.
3. Click **Log In.**

Install SafeCom Go login application:

4. In the browser click **Enhanced System Application Management** in the left menu.
5. Scroll down to the section **Install Enhanced System Application/License**.
6. In **Enhanced System Application File Path** click **Browse…** to locate and select the `safecom_go_canon_01002009_login.jar` file. Click **Open**.
   If file is not present you need to get the file first (2.8.1)
7. In **License File Path** click **Browse…** to locate and select the `safecom_go_canon_01002009_login.lic` file. Click **Open**.
8. Click **Install**.
9. When the **Confirm** page appears click **Yes** to proceed with the installation.
10. In the **Login Service** section select **SafeCom Go Login** and click **SWITCH**.

    If Canon Access Management System Kit-A2 (AMS) is installed a confirmation message may appear saying listing applications that do not support function restriction. Click **OK** to this message.

Install SafeCom Go application:

11. Click **Install MEAP Application** in the left menu.
12. In **Application File Path** click **Browse…** to locate and select the `safecom_go_canon_01002009.jar` file. Click **Open**.
13. In **License File Path** click **Browse…** to locate and select the `safecom_go_canon_01002009.lic` file. Click **Open**.
14. Click **Install**.
15. When the **Confirm** page appears click **Yes** to proceed with the installation.
16. When the **SafeCom Go is installed** page appears click **To MEAP Application Management**.
17. Select **SafeCom Go** and click **Start**.
18. Wait until the **Status** for **SafeCom Go** says **Started**.
19. Check the device's scan log settings on the Canon imageRunner Advance webpage. Go to the **Settings\Registration** page, click **Management Settings** and then **Device Management**. Find the **Display Log** and make sure that **Display Job Log** is selected.

Restart the MFP:

20. On the control panel press and hold the power button to restart the MFP. The **Restart**… device command in **SafeCom Administrator** does NOT work with Canon MFPs.

2.4.2 Older Canon devices

1. Open a web browser and enter the IP address of the MFP in the address field followed by :8000/sms. Example:

   http://172.16.6.55:8000/sms

   Use of JavaScript (Active Scripting) must be enabled in the browser.

2. Enter **Password**. The default SMS password is: MeapSmsLogin.
3. Click **Log In.**

Install SafeCom Go login application:

4. In the browser click **System Management**.
5. Click on the **Enhanced Sys. App** tab and Scroll to the bottom of the page.
6. In **Enhanced Sys. App** click **Browse**… to locate and select the `safecom_go_canon_01002009_login.jar` file. Click **Open**. If file is not present you need to get the file first (2.8.1)
7. In **License File to Install** click **Browse**… to locate and select the `safecom_go_canon_01002009_login.lic` file. Click **Open**.
8. Click **Install**.
9. When the **Confirm** page appears click **OK** to proceed with the installation.
10. After the install select **SafeCom Go Login** and click **Select**.

Install SafeCom Go application:

11. Click on the **Install** tab.
12. In **Application File** click **Browse**… to locate and select the `safecom_go_canon_01002009.jar` file. Click **Open**.
13. In **License File** click **Browse**… to locate and select the `safecom_go_canon_01002009.lic` file. Click **Open**.
14. Click **OK**.
15. When the **Confirm** page appears click **OK** to proceed with the installation.
16. After the install select **SafeCom Go** and click **Start**.
17. Wait until the **Status** for **SafeCom Go** says **Started**.

Restart the MFP:

18. On the control panel press and hold the power button to restart the MFP. The **Restart**… device command in **SafeCom Administrator** does NOT work with Canon MFPs.

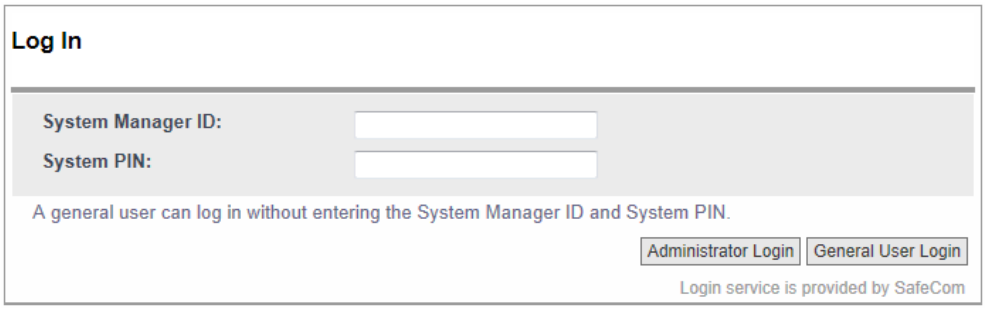
2.5 Specify SafeCom Server and register device

1. Open a web browser and enter the address of the MFP in the address field followed by :8000/safecom. Example:

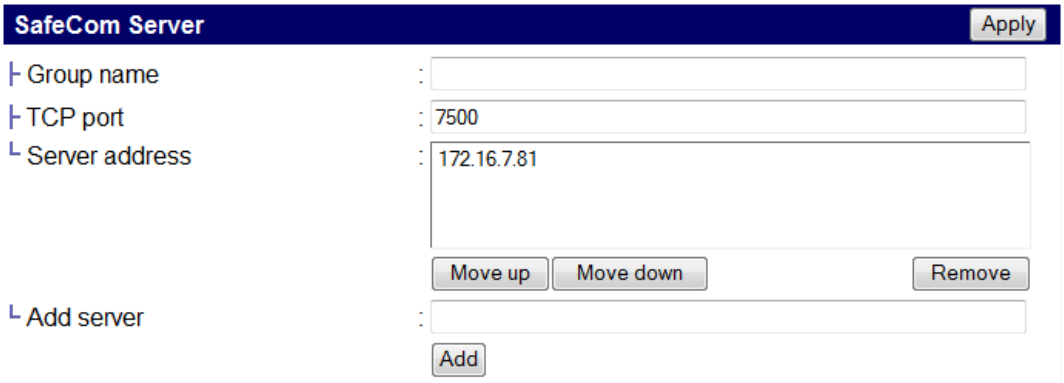
   http://172.16.6.55:8000/safecom

   Use of JavaScript (Active Scripting) must be enabled in the browser.

   If a System Manager is defined (2.8.8) then enter **System Manager ID** and **System PIN** and click **Administrator Login** to access all the Canon web pages. Clicking **General User Login** instead will give limited access where it is not possible to control management settings and restart the Canon device remotely.


Log In
System Manager ID:
System PIN:
A general user can log in without entering the System Manager ID and System PIN.
Administrator Login
General User Login
Login service is provided by SafeCom

2. Click **Configuration** on the menu to access the SafeCom **Configuration** web page (2.7.3). Type admin for the user name, type your password (default is nimda) and then click **OK**.
3. Enter **Group name**, **Server address** and **TCP port** (default is 7500). If the SafeCom server is clustered you must enter the address of the virtual server.



4. Click **Apply**.
5. Click **Register** on the menu to access the SafeCom **Register** web page (2.7.4).
6. Use the built-in Technician account to register the device. Enter the **User logon** (default is TECH) and **PIN code** (default is 1234).
7. Click **Register**.

2.6 Display the Pull Print icon

On Canon imageRunner ADVANCE series the **Pull Print** icon is by default added to the bottom of the list and in some cases users will need to tap **Show All** on the printer's control panel to see it.

To display bring the SafeCom Pull Print at the top perform these steps:

1. Login at the printer as a user with Administrator rights in SafeCom.
2. Tap the MEAP icon in the top right corner of the screen.
3. Tap **Main Menu Button Display Settings**.
4. Scroll to the bottom of the list and tap **Pull Print**.
5. Tap **Up** until **Pull Print** is at the desired position.
6. Tap **OK**.

2.7 SafeCom Go Canon web interface

The SafeCom Go Canon web interface integrates into the structure and design of the Canon Embedded Web Server. The SafeCom Go Canon web interface consists of two parts, 1) a public part, namely the **Information** web page and 2) a password-protected part.

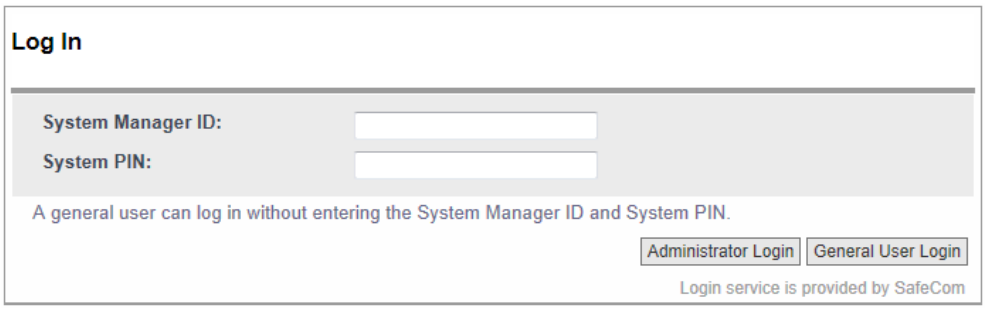
2.7.1 Login to the SafeCom Go Canon web interface

1. Open a web browser and enter the IP address of the MFP in the address field followed by :8000/safecom.

   Example: http://172.16.6.55:8000/safecom

   Use of JavaScript (Active Scripting) must be enabled in the browser.

   If a System Manager is defined (2.8.8) then enter **System Manager ID** and **System PIN** and click **Administrator Login** to access all the Canon web pages. Clicking **General User Login** instead will give limited access where it is not possible to control management settings and restart the Canon device remotely.

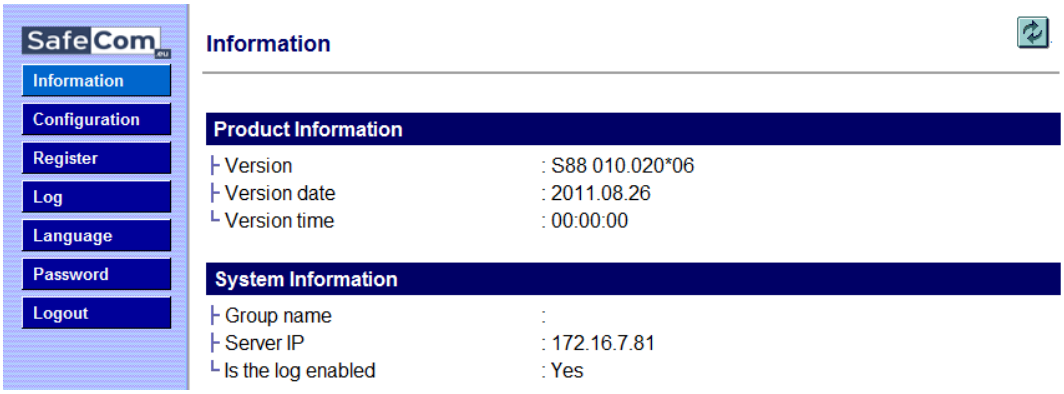

Log In
System Manager ID:
System PIN:
A general user can log in without entering the System Manager ID and System PIN.
Administrator Login
General User Login
Login service is provided by SafeCom

2. Click **Configuration** on the menu to access the SafeCom **Configuration** web page. Type admin for the user name, type your password (default is nimda) and then click **OK**. You have to enter this regardless if a System Manager is defined.

2.7.2 Information web page

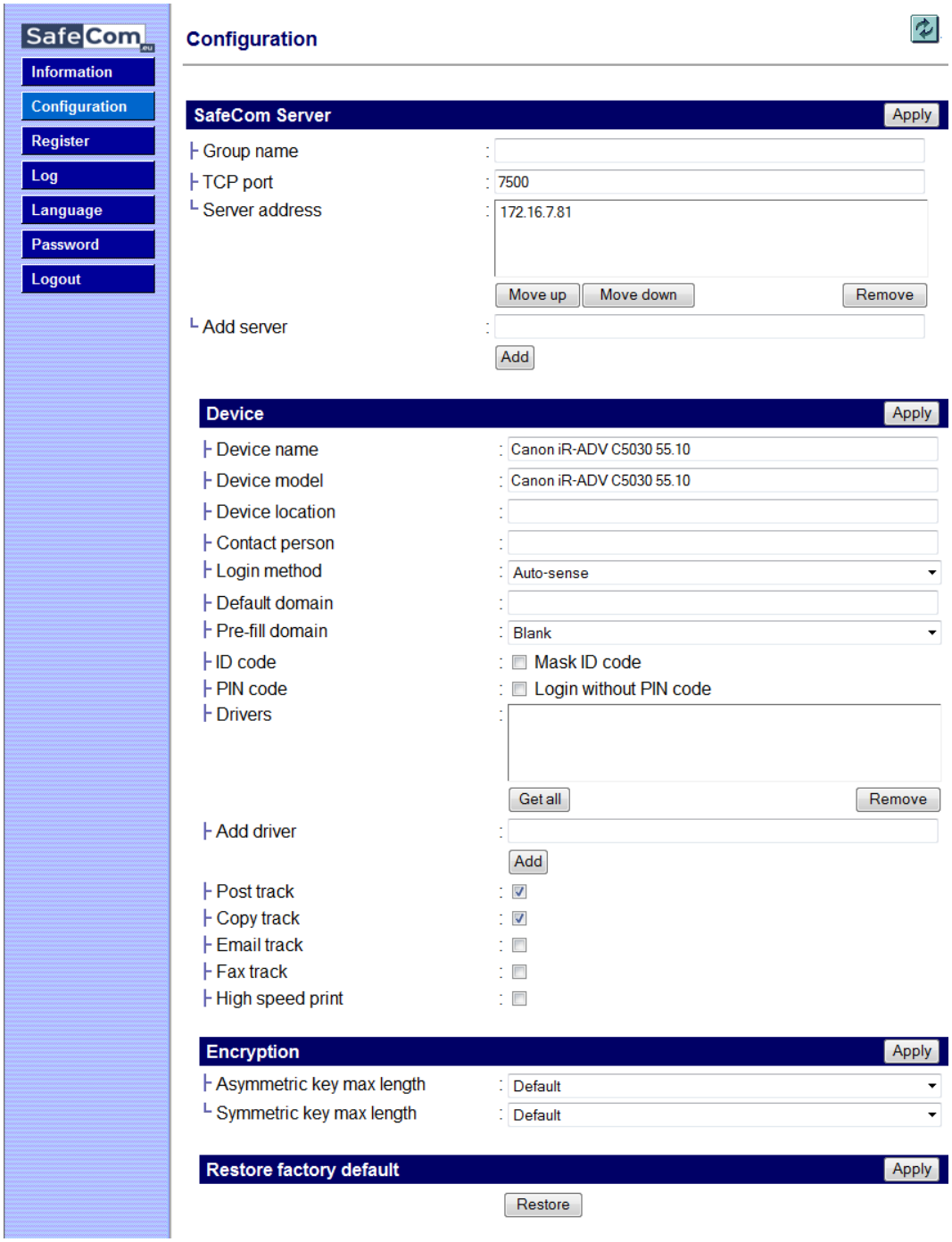
The **Information** web page shows version and configuration summary.

1. Click **Information** on the menu to access the **Information** web page.



2.7.3 Configuration web page

The **Configuration** web page is used to configure SafeCom Go Canon as to which server it should connect to, how users are to be identified etc.



The **SafeCom Server** section is used to specify the SafeCom server. Enter **Group name**, **TCP port** (default is 7500) and **Server address** in **Add server**. See also 2.8.2.

Note: *After you click **Apply** you should allow one minute before the changed SafeCom Server settings take effect. Otherwise you may get a login error at the MFP.*

Device name and **Device model** are automatically filled-in. **Device location** and **Contact person** are useful for maintaining the SafeCom solution.

Fill out the Configuration web page according to the following descriptions:

- **Login method**:
  - **Auto-sense** (default)**:** If a USB ID device is connected to the MFP then **Card or Windows** is selected. If no USB ID device is detected then **ID code** is selected. The **Auto-sense** selection changes within 10 seconds after a USB ID device is either connected or disconnected to the device. **Auto-sense** is supported in SafeCom Go Canon S88 010.020*01 and newer.
  - **ID code**: Login by ID code only.
  - **Card**: Login by card only.
  - **Card or ID code**: Login by card or ID code.
  - **Card or Windows**: Login by card or by entering Windows username, password, and domain.

- **Pre-fill domain:**
  - **Blank** (default): Use if users belong to different domains. This means that all users need to enter their domain when they login with their Windows username and password.
  - **Default domain**: Use if a majority of users belong to a particular domain as the specified **Default domain** is pre-filled making it easier for the users to login with their Windows username, password, and domain.
  - **Hide**: Use if all users belong to the same domain as it saves users from being prompted for the domain when they login with their Windows username and password. Be sure to have specified the **Default domain**, otherwise the choice reverts back to **Blank** when you click **Apply**.

  Note: *The SafeCom G3 server must be a member of the domain or trusted by the domain.*

- **Mask ID code:** Check to increase security by using the asterisk (*) character to mask the entered ID code.

- **Login without PIN code:** Check if users do NOT need to enter a 4-digit PIN code at login. This setting applies to the device and overrules the equivalent user property on the SafeCom G3 server.

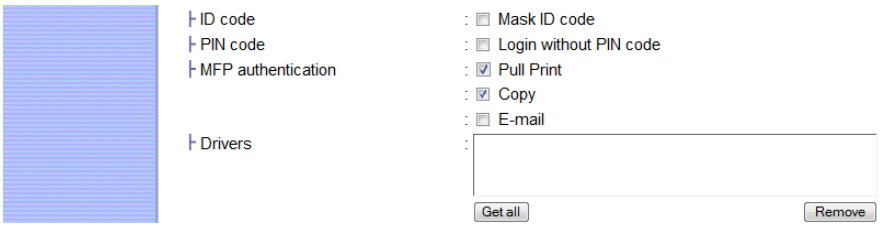
- **Drivers**: When Pull Printing, SafeCom compares the driver name embedded in the print job with this list of driver names. If no match is found the document appears with a question mark [?] in the document list on the device. This way the user is warned that fidelity is low and the document may print incorrectly.

  - To populate the list of drivers by retrieving a list of driver names from the SafeCom server, click **Get all** and then **Apply**.
  - To add a driver name manually click **Add**.
  - To remove a driver from the list, select the driver name on the list and click **Remove**.

- **Post track:** Check to allow the tracking record for a Pull Print job to be adjusted to reflect the actual number of pages printed and also the number of these pages that were in color. The price of the job is also adjusted.

- **Copy track, Email track** and **Fax track:** This is available on devices without Canon Access Management System Kit-A2 (AMS).
  - **Copy track -** check in order to track copies.
  - **E-mail track** - check to track E-mail jobs submitted with the MFP's **Scan and Send** function.
  - **Fax track -** Check to track Fax jobs.

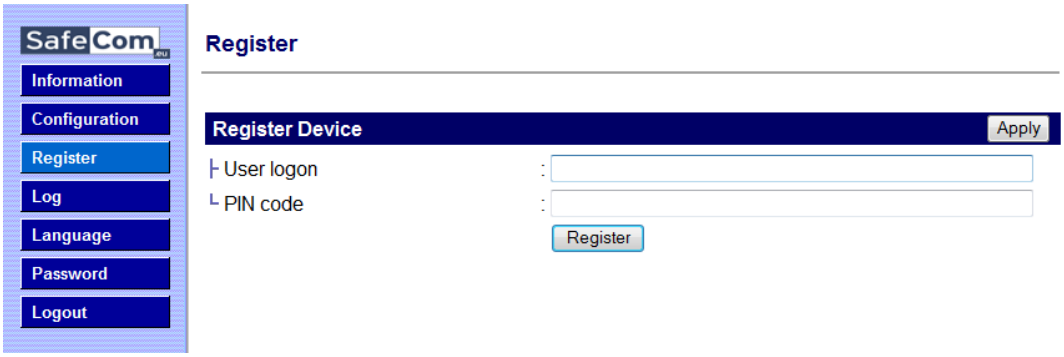
- **MFP authentication:** This is available on devices with Canon Access Management System Kit-A2 (AMS). You can choose if users are required to login before they can:
  - **Pull Print** – collect documents at any device.
  - **Copy** - make hardcopies of scanned documents. The ability to control access to copy in color can be controlled per user in the SafeCom Administrator and requires SafeCom G3 version S82 070.440*01 or higher.
  - **E-mail** - send scanned documents as attachments to e-mail.



- **High speed print:** Check to allow faster printing. With high speed print the print speed becomes comparable to that of printing the document directly to the device.
- **Timeout:** Since version S88 010.020*02 the user is automatically logged out according to the printer's **Auto Reset Time** (on older models a.k.a. **Auto Clear Time**). Please refer to 2.8.9.
- **Encryption:** This section is only relevant for SafeCom G3 version S82 070.400*01 or higher. Leave asymmetric encryption (RSA, 512-bit, 1024-bit and 2048-bit) and the symmetric encryption (AES / TwoFish, 128-bit and 256-bit) at **Default** and the device will try to honor the encryption method and size that has been specified on the server while at the same time taking the processing power and memory of the device into consideration.
- **Restore:** Click to set all settings to their default value.

2.7.4 Register web page

The **Register** web page is used to register the device with the SafeCom server.



The MFP can be used with SafeCom once it has been registered with the SafeCom server.

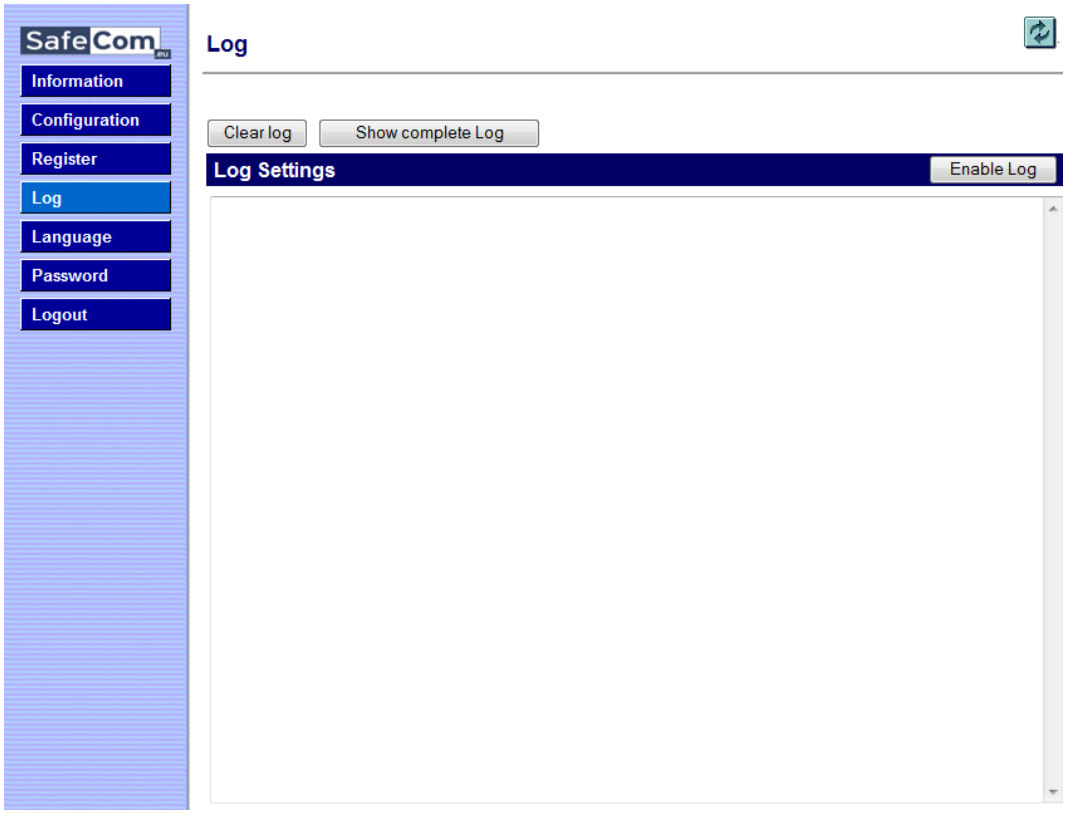
1. Enter the **User logon** and **PIN code** of a user with Technician or Administrator rights. The user must have a PIN code.
2. Click **Register**.

Note: *You can use the built-in Technician account TECH with the default PIN code 1234.*

Alternatively this can be accomplished when a user with Technician or Administrator rights has been identified at the MFP.

2.7.5 Log web page

The **Log** web page allows enabling, disabling and viewing of logging information.



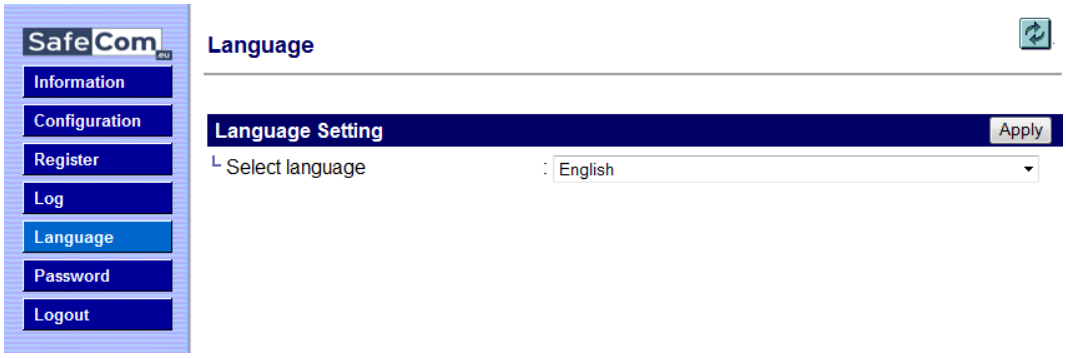
Logging should only be enabled if advised to do so as part of a troubleshooting process.

1. Click **Enable** to start logging.
2. Click **Disable** to stop logging (text changes on the button).

When the log file reaches the 512 Kb maximum the log file is overwritten with new data.

2.7.6 Language web page

The **Language** web page allows selection of language.



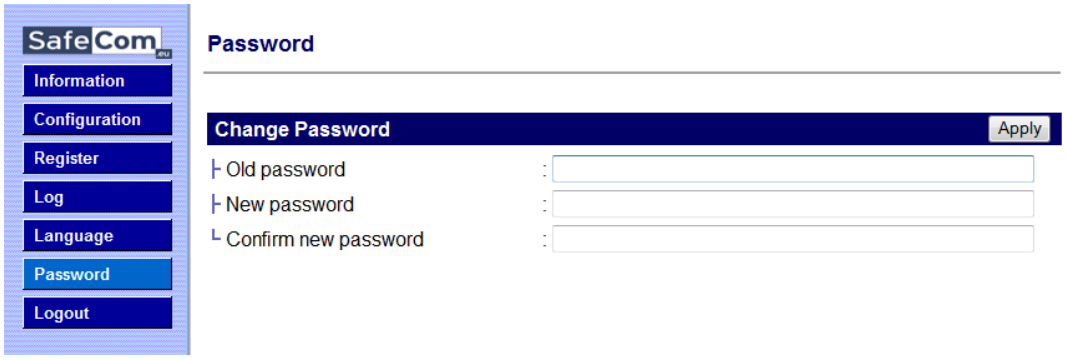
The new language takes effect the next time someone logs in at the MFP.

1. Select a **Language**.
2. Click **Apply**.

All language texts are stored in the XML file captions.xml. Additional languages can be added to this file if required.

2.7.7 Password web page

The **Password** web page allows change of password.



2.8 SafeCom Go Canon - How to

The following subsections contain step-by-step instructions for some of the administrator's common tasks.

2.8.1 Get the SafeCom Go Canon software

The SafeCom Go Canon software files were installed from the SafeCom CD or can be downloaded using the **SafeCom Administrator** function **Check for updates**.

Alternatively a software package can be downloaded:

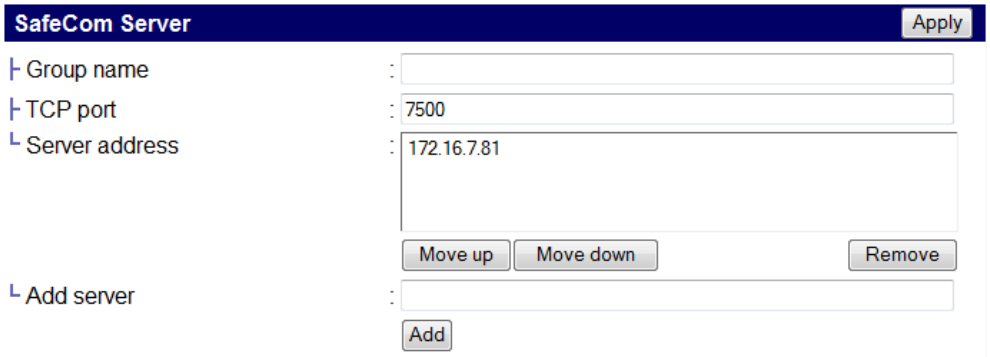
1. Download the safecom_go_canon_nnn.exe file from the link supplied to you.
2. Double-click the safecom_go_canon_nnn.exe file.
3. Click **Next**.
4. Choose the destination folder. Click **Next**.
   Normally the destination folder is:

   C:\Program Files\SafeCom\SafeComG3\device_software

5. Click **Install**.
6. Click **Finish**.

2.8.2 Specify SafeCom Server

1. Open the **Configuration** web page (2.7.3).



2. Enter the **Server address** (hostname or IP address) in **Add server** and click **Add**.

   In a multi server solution you can click the **Move up** and **Move down** button to prioritize the order in which the servers are contacted in case the first one on the list becomes unavailable.

3. Click **Apply**.

Note: *After you click **Apply** you should allow one minute before the changed SafeCom Server settings take effect. Otherwise you may get a login error at the MFP.*

2.8.3 Register device

1. Open the **Register** web page (2.7.4).
2. Use the built-in Technician account to register the device. Enter the **User logon** (default is TECH) and **PIN code** (default is 1234).
3. Click **Register**.

Alternatively the device can be registered when a user with Technician or Administrator rights has been identified at the MFP. Once the device is registered it appears in the **SafeCom Administrator**.

2.8.4 Set password to prevent unauthorized access

1. Open the **Password** web page (2.7.7).
2. Enter the **Old password**, **New password** and **Confirm new password**. The password is maximum 8 characters.
3. Click **Apply**.

Warning: *Make sure to store the password in a secure place. If you forget the password you need to uninstall SafeCom Go Canon.*

2.8.5 Select login method

1. Open the **Configuration** web page (2.7.3).
2. Change **Login method** to any of the following: **Card, Card or ID code, Card or Windows**.
3. Click **Apply**.

2.8.6 Login with Windows without specifying the domain

If all users belong to the same domain you can avoid prompting users to enter the domain at the printer.

1. Open the **Configuration** web page (2.7.3).
2. Specify a **Default domain**.
3. Change **Pre-fill domain** to **Hide**.
4. Click **Apply**.

2.8.7 Login without PIN code

Use of PIN code is possible on devices with keypad or touch-screen. This setting applies to the device and overrules the equivalent user property. Requesting the user to enter a personal 4-digit PIN code when they identify themselves at the printer can enhance document security.

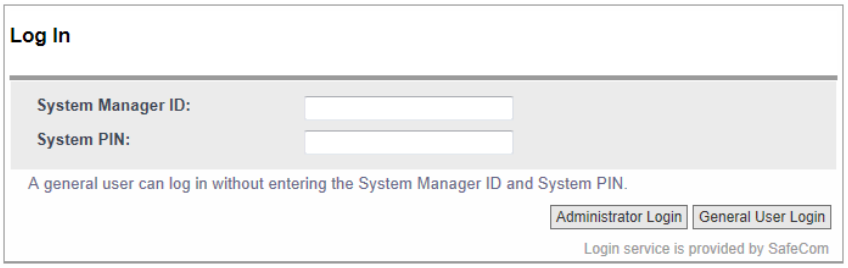
1. Open the **Configuration** web page (2.7.3).
2. Clear **Login without PIN code** if you want to prompt users for PIN code.
3. Click **Apply**.

2.8.8 Define System Manager

1. Open a web browser and enter the IP address of the MFP in the address field followed by :8000. Example:

   http://172.16.6.55:8000

   Use of JavaScript (Active Scripting) must be enabled in the browser.
2. Click **Settings/Registration**.
3. Click **User management**.
4. Click **System Manager/Contact Person Information Settings**.
5. Check **Set ID and PIN**.
6. Enter **System Manager ID**.
7. Enter **System PIN** and repeat the entered PIN in the **Confirm** field.
8. Click **OK**.
9. The **Log In** web page appears. If SafeCom Go is installed, the web page is provided by SafeCom. See also: 2.7.1.


Log In
System Manager ID:
System PIN:
A general user can log in without entering the System Manager ID and System PIN.
Administrator Login
General User Login
Login service is provided by SafeCom

2.8.9 Configure the timeout

The user is automatically logged out according to the printer's **Auto Reset Time** (or **Auto Clear Time** on older models).

1. Open a web browser and enter the IP address of the MFP in the address field followed by :8000. Example:

   http://172.16.6.55:8000

   Use of JavaScript (Active Scripting) must be enabled in the browser.
2. Click **Settings/Registration**.
3. Click **Timer/Energy Settings**.
4. Change the **Auto Reset Time** and click **OK**.

On older models:

1. Open a web browser and enter the IP address of the MFP in the address field followed by :8000. Example:

   http://172.16.6.55:8000

   Use of JavaScript (Active Scripting) must be enabled in the browser.
2. Click **Add. Func**.
3. Click **Custom Settings**.
4. Click **Timer Settings**.
5. Change the **Auto Clear Time** and click **OK**.

2.8.10 Restore factory default

1. Open the **Configuration** web page (2.7.3).
2. Click **Restore**.

2.8.11 Determine the version

The version of the SafeCom Go Canon software can be determined from the **Information** web page.

1. Open the **Information** web page (2.7.2).

The version can also be seen in the **Device properties** dialog in **SafeCom Administrator**.

2.8.12 Select SafeCom Go login as login service

1. Open a web browser and enter the IP address of the MFP in the address field followed by :8000/sms. Example:

   http://172.16.6.55:8000/sms

   Use of JavaScript (Active Scripting) must be enabled in the browser.

2. Enter **Password**. The default SMS password is: MeapSmsLogin.
3. Click **Log In**.
4. In the browser click on the **System Management** tab.
5. Click on the **Enhanced Sys. App** tab.
6. In the **Login Service** section select **SafeCom Go Login**.
7. On the control panel press and hold the power button to restart the MFP.

2.8.13 Update the version

If you are updating from a previous version to S88 010.010*03 you need to uninstall the previous SafeCom Go Canon version first. This is because the product now has a new ID.

1. Uninstall SafeCom Go Canon (2.9)
2. Install the new SafeCom Go Canon (2.4).

2.9 Uninstall SafeCom Go Canon

Please refer to the appropriate section:

- Canon imageRunner ADVANCE series (2.9.1).
- Older Canon devices (2.9.2).

2.9.1 Canon imageRunner ADVANCE series

1. Open a web browser and enter the IP address of the MFP in the address field followed by :8000/sms. Example:

   http://172.16.6.55:8000/sms

   Use of JavaScript (Active Scripting) must be enabled in the browser.

2. Enter **Password**. The default SMS password is: MeapSmsLogin.
3. Click **Log In.**

Stop and uninstall SafeCom Go:

4. In the browser click **MEAP Application Management** in the left menu.
5. Select **SafeCom Go** and click **Stop**. When it has stopped click **Uninstall**.
6. When the **Confirm** page appears click **Yes** to uninstall SafeCom Go.

Change Login Service to Default Authentication:

7. Click **Enhanced System Application Management** in the left menu.
8. In the **Login Service** section select **Default Authentication**. Click **SWITCH**.

Restart the MFP:

9. On the control panel press and hold the power button to restart the MFP.

Uninstall SafeCom Go Login:

11. In the browser click **Enhanced System Application Management** in the left menu.
12. In the **Login Service** section select **SafeCom Go Login**. Click **Uninstall**.
13. When the **Confirm** page appears click **Yes** to uninstall login service.

2.9.2 Older Canon devices

1. Open a web browser and enter the IP address of the MFP in the address field followed by :8000/sms. Example:

   http://172.16.6.55:8000/sms

   Use of JavaScript (Active Scripting) must be enabled in the browser.

2. Enter **Password**. The default SMS password is: MeapSmsLogin.
3. Click **Log In.**

Stop and uninstall SafeCom Go:

4. In the browser in the **Application List** select **SafeCom Go**. Click **Stop**.
5. In the **Application List** select **SafeCom Go**. Click **Uninstall**.
6. Click **OK**.

Change Login Service to Default Authentication:

7. Click on the **System Management** tab.
8. Click on the **Enhanced Sys. App** tab.
9. In the **Login Service** section select **Default Authentication**. Click **Select**.

Restart the MFP:

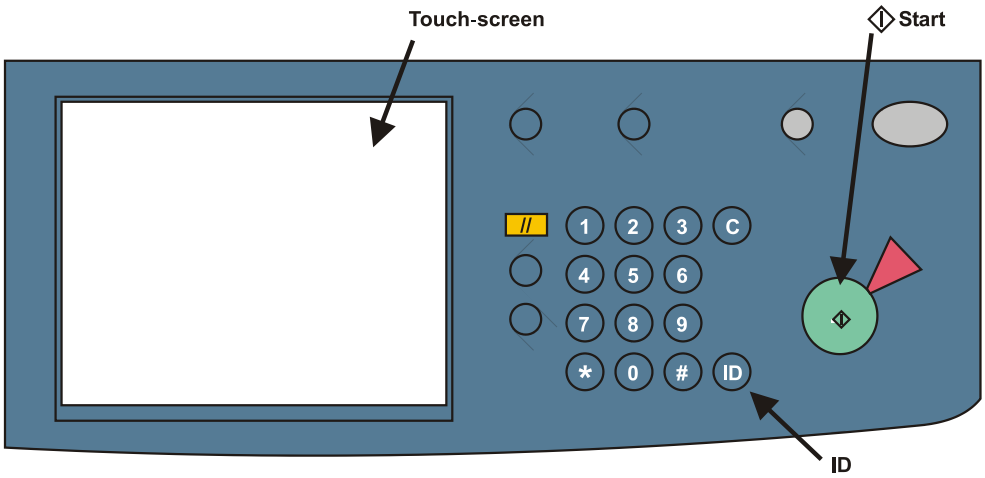
10. On the control panel press and hold the power button to restart the MFP.

Uninstall SafeCom Go Login:

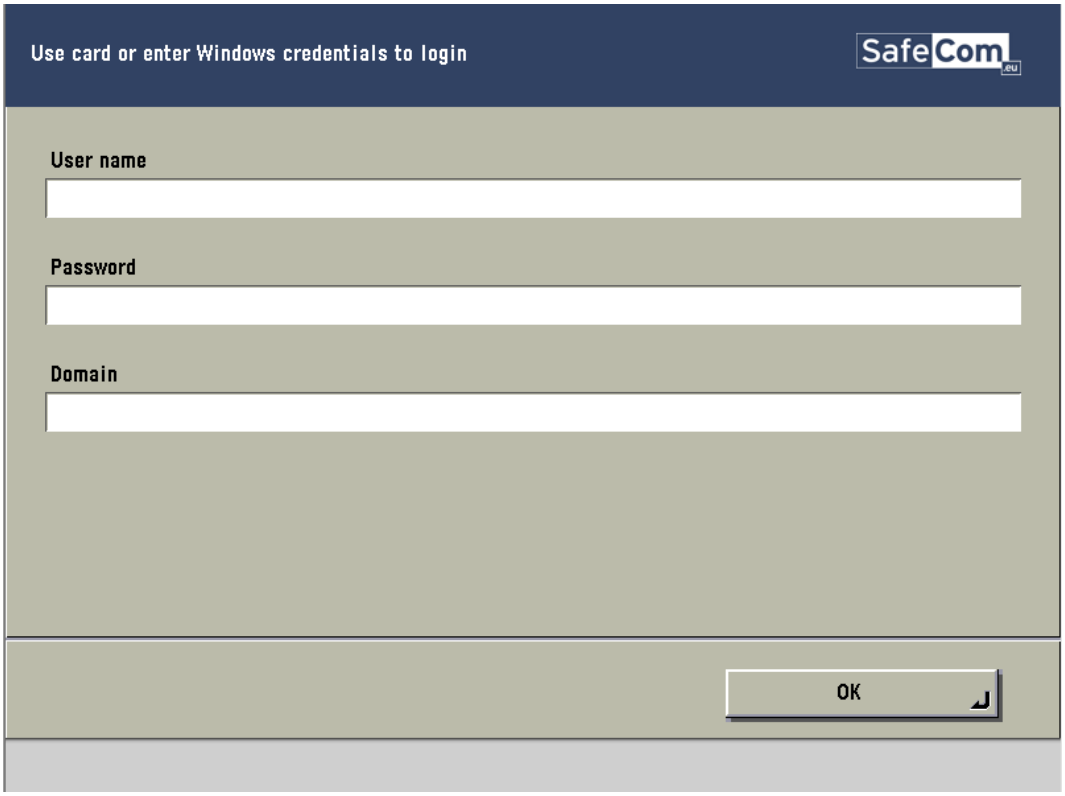
11. In the browser click on the **System Management** tab.
12. Click on the **Enhanced Sys. App** tab.
13. In the **Login Service** section select **SafeCom Go Login**. Click **Uninstall**.
14. Click **OK**.

3 Using SafeCom Go Canon

3.1 Control panel



3.2 Login



Login with card:

1. Use card reader.

Login with card and PIN code:

1. Use card reader.
2. Tap **PIN code** on the touch-screen.
3. Enter **PIN code** and tap **OK**.
4. Tap **OK** (or press the **ID** button).

Login with ID code:

1. Tap **ID code** on the touch-screen. If the ID code is numeric only you can enter the ID code on the numeric keypad.
2. Enter **ID code** on the screen and tap **OK**.
3. Tap **OK** (or press the **ID** button).

Login with ID code and PIN code:

1. Tap **ID code** on the touch-screen.
2. Enter **ID code** and tap **OK**.
3. Tap **PIN code** on the touch-screen.
4. Enter **PIN code** and tap **OK**.
5. Tap **OK** (or press the **ID** button).

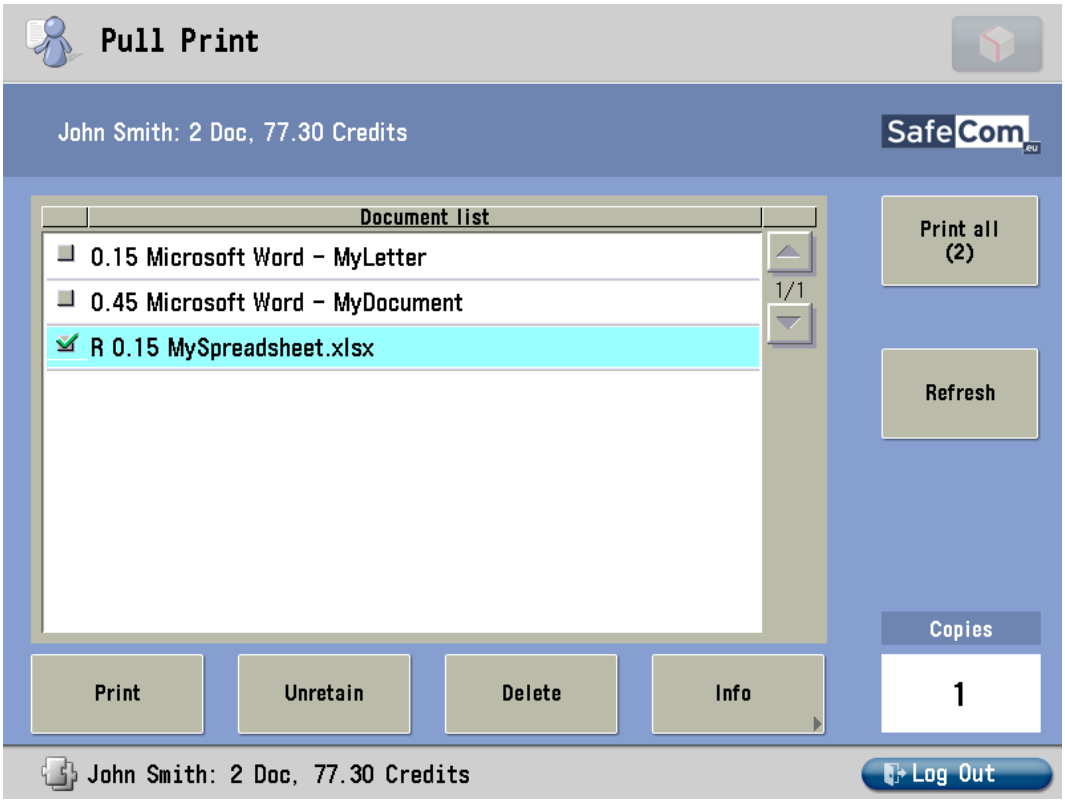
Login with Windows:

If **Login method** is **Card or Windows** it is possible to login by either using your card or entering your Windows login credentials:

1. Tap **Username** and enter **Username** on the touch-screen. Tap **OK**.
2. Tap **Password** and enter **Password** on the touch-screen. Tap **OK**
3. Tap **Domain** and enter **Domain** on the touch-screen. Tap **OK**
4. Tap **OK**.

Note: *Username and Password cannot be blanks*.

3.3 Pull Print



In the above example the preceding **R** shows the document is retained. The **0.15** is the cost of the document. A delegated document will have a preceding **D.** Tap the **Info** button to see information about who delegated the document. A group print document will have a preceding **G**.

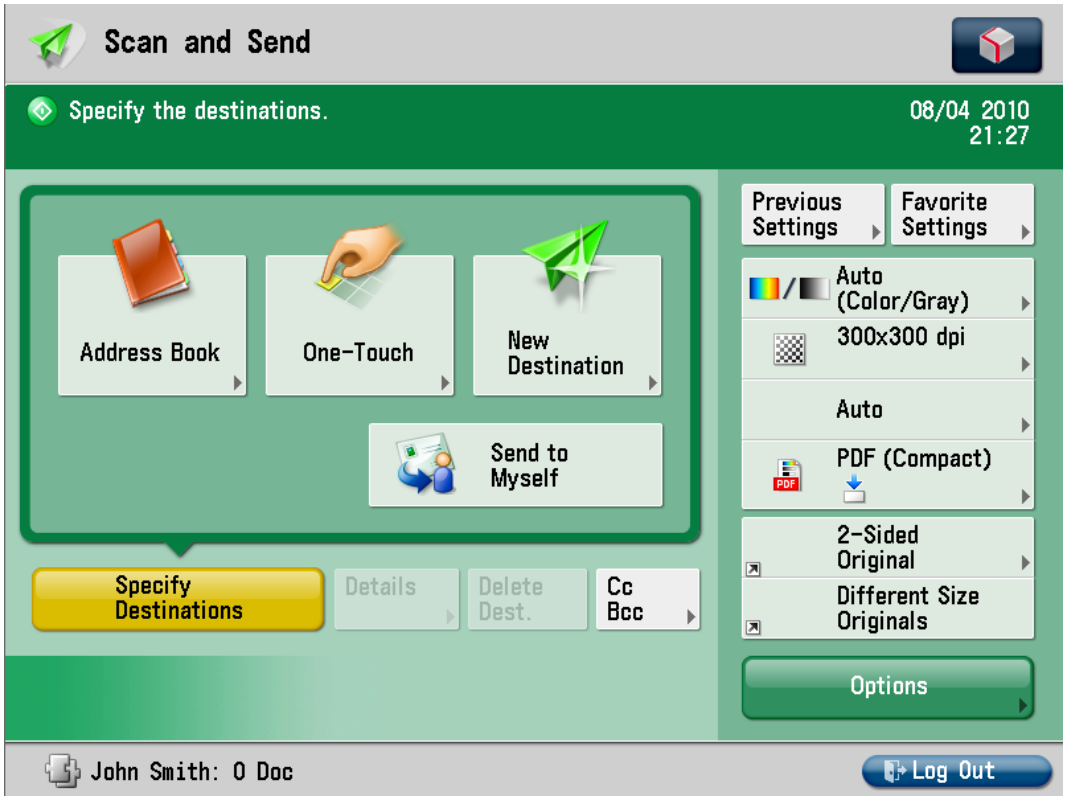
- Tap **Print all** to print all documents, excluding any retained documents. Documents are printed in chronological order (oldest first).
- Tap **Print** to print the selected documents.
- Tap **Retain** if you want the selected documents to remain on the list (server) after they have been printed.
- Tap **Delete** to delete the selected documents.
- Tap **Info** to see information about the selected documents, including cost, driver name, use of color and duplex.
- Tap **Logout** to logout.
- Tap **Refresh** to update the list of documents with pending documents that has finished spooling after the user logged in.
- Use the physical keypad to enter the number of **Copies** you want of the selected documents. Press the **C** button to reset copies to 1.
- Press the **Main Menu** button to select other function such as **Copy**. On older Canon devices tap the **Arrow key [->]** to access other MFP functions such as **Copy**.

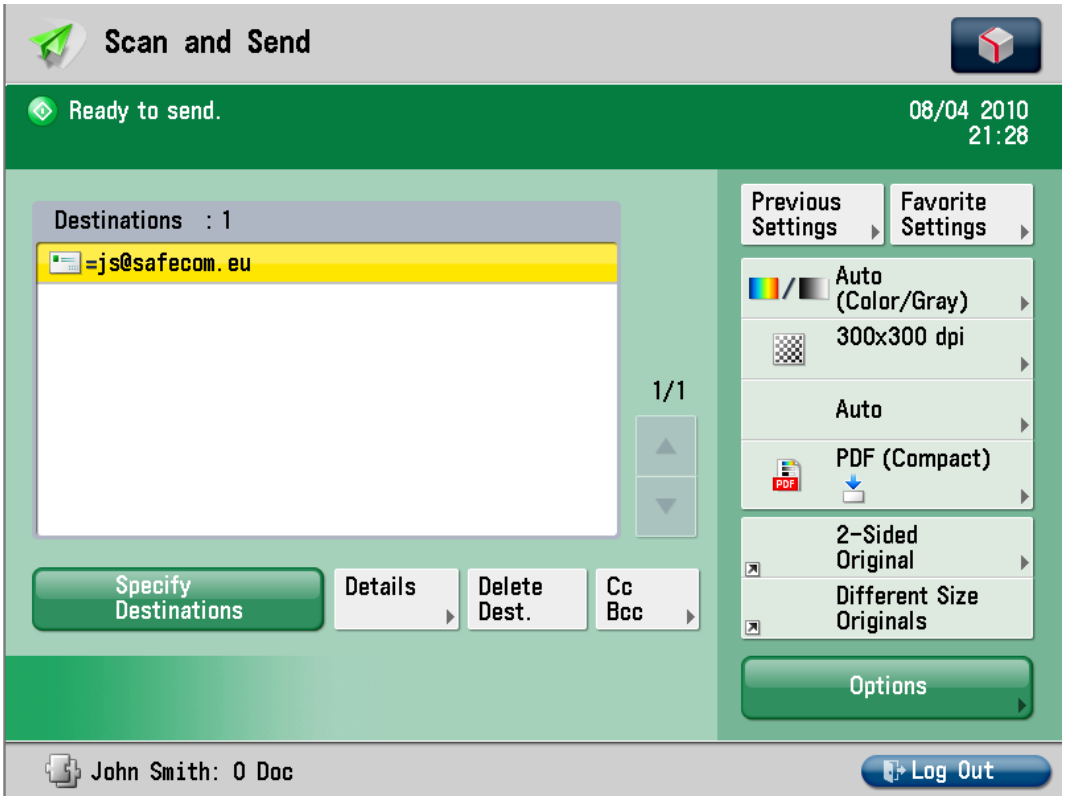
3.4 Copy

Once logged in (3.2) tap the **Arrow key [->]** to access the **Copy** function and then the **Start** button to copy the documents placed in the automatic document feeder (ADF).

3.5 E-mail

If the **E-mail** address of the user is known in the SafeCom solution then the user can tap **Send to Myself** to have the address written in the **To:** field.





3.6 Logout

There is a configurable **Timeout** (2.8.9) that defaults to 60 seconds. A user is automatically logged out if no buttons are tapped during that time. To logout actively:

- Tap **Logout** in the **Document list** dialog.
- Press the **ID** button.
- Use card again (if a card reader is connected and you logged in by card).

Note: *If Coping is done the **Logging out** message is displayed until the MFP is in idle state. This is required to allow correct reading of the MFP's copy page counters.*

3.7 Register card

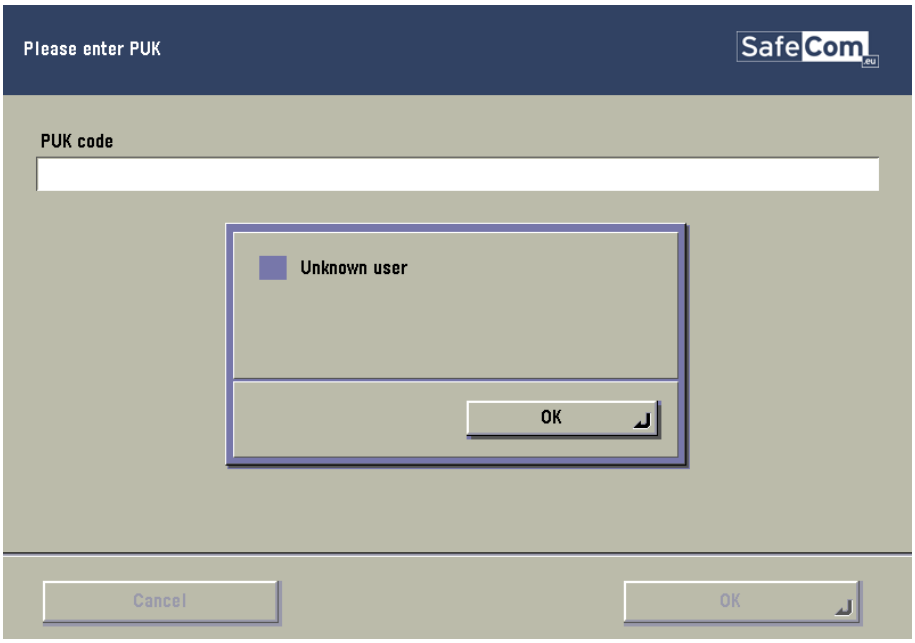
There are two ways the user can register a card while standing at the device:

- **Register card by entering an 8-digit PUK code (3.7.1)**
  The PUK code must be supplied to the user in advance, typically via e-mail.

- **Register card by entering Windows user logon, password and domain (3.7.2)**
  The user must have a network logon and the **Login method** (2.7.3) must include card.

3.7.1 Register card with PUK code

1. Use card reader. If the card is unknown and there is an available PUK code in the SafeCom system the user is asked to enter his PUK code.



2. Enter **PUK code** on the keypad or touch-screen.
3. Tap **PIN code** and enter **PIN code** on the keypad or touch-screen.
4. Tap **PIN** again and enter **PIN code** on the keypad or touch-screen.
5. Tap **OK** (or press the **ID** button).

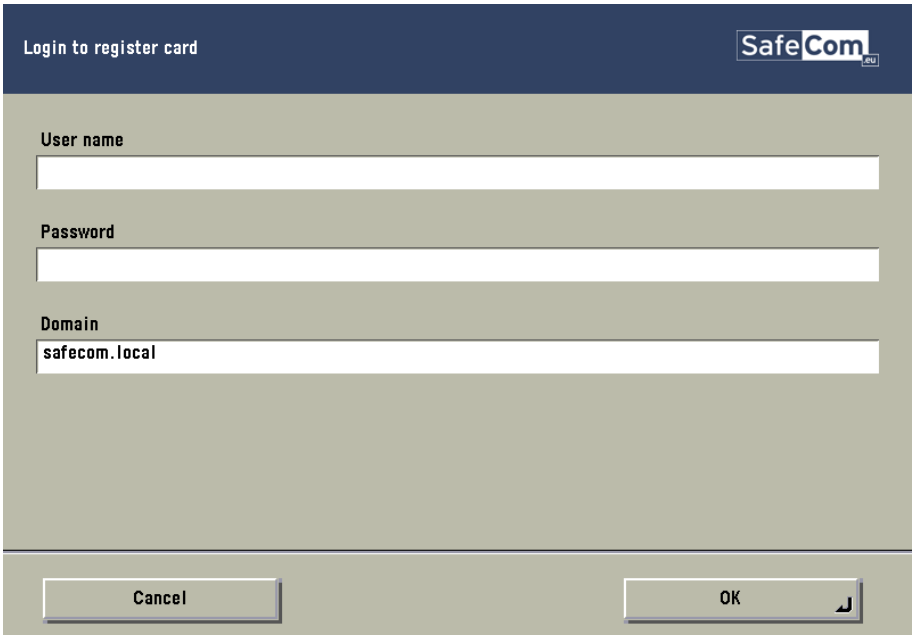
The card is now registered with the user.

3.7.2 Register card with Windows logon

1. Use card reader.

   - If there are any available PUK codes on the system tap **Cancel** in the **Please enter PUK** dialog. The **Login to register card** dialog appears.

   - If there are NO available PUK codes the user gets the **Login to register card** dialog. To abort the registration of the card tap **Cancel** in this dialog.



2. Tap **User name** and enter **User name** on the touch-screen. Tap **OK**.
3. Tap **Password** and enter **Password** on the touch-screen. Tap **OK**
4. Tap **Domain** and enter **Domain** on the touch-screen. Tap **OK**
5. Tap **OK** (or press the **ID** button).

Note: *User name and Password cannot be blanks.*

4 Troubleshooting

4.1 SafeCom Go Canon device trace facility

Use the **Mail to SafeCom Support** button on the SafeCom Go Canon **Information** web page (2.7.2) to collect information from the device.

The SafeCom Go Canon log facility is also useful in troubleshooting situations, but it should only be enabled upon request from SafeCom support personnel. The log facility is enabled on the SafeCom Go Canon Log web page (2.7.5).

4.2 SafeCom Help Desk Assistant

We want your SafeCom solution to be one that reduces not only print costs, but is also easy to support. The most common problems reported by end-users have been compiled into an online **SafeCom Help Desk Assistant** available at safecom.eu/help

4.3 SafeCom scan jobs not tracked

If SafeCom scan jobs are not tracked check the device's settings on the Canon imageRunner Advance webpage. Go to the **Settings\Registration** page, click **Management Settings** and then **Device Management**. Find the **Display Log** and make sure that Display Job Log is selected.

5 Regulatory information

WARNING NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures

—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications not expressly approved by SafeCom a/s could void the user's authority to operate this equipment according to part 15 of the FCC rules.
This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart B of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user will be required to take whatever measures may be required to correct the interference at his own expense.

CE conformance: This product has been developed and produced in accordance with the EMC directive and the Low Voltage directive and therefore carries the CE mark.

EMC directive: This product observes the rules and regulations of the EMC directive. If so required, a declaration of conformity in local language stipulating the applied rules and regulations can be obtained.

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